

HORSE COUNTRY MERCHANDISE RETURN/EXCHANGE FORM

Thank you for your order. If you would like to return an item that you have purchased from us, please include a copy of your invoice along with this form. Returns will be accepted up to 15 days from the original date of purchase. Items being returned MUST be in new and re-sellable condition with the tags still attached; items returned after 15 days or lacking tags will incur a 25% restocking fee. We cannot and will not accept items that have been used, worn, or laundered. Custom order items, fancy hats, helmets, bits, consignment items and engraved, embroidered or altered items are not returnable. Please see reverse side for further information on return policy.

Step 1 – Fill in our Contact/Ship to Information.

DATE _____ RECEIPT # _____ EMAIL: _____

NAME: _____ PHONE: _____

ADDRESS: _____

Step 2 – List items you are returning, including reason for return. (See chart below.)

REASON #	ITEM #	DESCRIPTION	COLOR	SIZE	QTY

REASON CODES: Enter the reason code in Step 2 above.

FIT	QUALITY	SERVICE	OTHER
51. Too small	61. Damaged/ Defective	71. Not as expected	81. Changed mind
52. Too big	62. Missing parts/hardware	72. Arrived too late	82. Disliked style/color
53. Too Long	63. Damaged during shipping	73. Ordered 2 sizes, kept 1	83. Disliked fabric
54. Too Short	64. Poor quality	74. Wrong item sent	
	65. Quality/fit not as expected		

STEP 3 – How would you like us to handle your return/exchange?

NOTE: SHIPPING CHARGES APPLY ON ALL EXCHANGES

Refund/no exchange. I am returning a gift. Please send Exchange Item Store Credit
 Exchange Item. Please fill out section below.

STEP 4 EXCHANGE ITEMS

Item #	Description	Color	Size	Quantity

Step 5 – Payment or refund. If the total of your exchange, including shipping, exceeds the value of your return, or if requesting a refund, please provide payment/credit details.

Credit Card # _____ Exp. _____ CV Code: _____

Billing Address: _____

HORSE COUNTRY, LTD.
540-347-3141
MERCHANDISE RETURN AND EXCHANGE POLICY

At Horse Country, we want you to love every item you purchase from us. If for any reason you're not completely satisfied, we're here to help! Please let us know if you would like to exchange the purchased item.

If you have any questions regarding an exchange of an item or how a product is used, please call our Customer Service Dept. at 540-347-3141. We will be more than happy to assist and answer any questions you may have.

If you find that you need to return an item, please read the return policies outlined and return to:

HORSE COUNTRY, LTD.
ATT'N RETURNS DEPT.
60 ALEXANDRIA PIKE
WARRENTON, VA 20186

Damaged Items

If you receive an item damaged in shipping, please save all packing material and shipping cartons and contact us immediately at 540-347-3141 for further instructions.

Return Guidelines

- **Store Credits Only:** We do not offer cash refunds. Instead, returns are eligible for store credits, which are valid for **six months** from the date of purchase. Please remember to keep track of your store credits, as we will no longer be tracking them on your behalf.
- **Shipping, Insurance and Special Handling, including Gift Wrap:** These fees are nonrefundable. Please do not use a product box for a return; it is not designed to be used as a shipping box. Any product box used for a return is subject to a \$10.00 fee.

- **Return window:** Items may be returned within **15 days** of purchase and must be in new condition, with original packaging and all labels intact. If it is necessary to break into a sealed package to determine its suitability, please try to keep package damage to a minimum and include it with the item being returned.
- **Extended Return Consideration:** If more than 15 days have passed, we may still consider your return at our sole discretion. Please note that a 25% return fee will be applied, and a store credit will be issued.
- **Credit Card Refunds:** If a refund is processed back to a credit card, a 5% handling charge will be applied. On making an exchange, the difference between the original payment and the balance returned to the card will have the 5% handling fee applied. The return will be credited to the original credit card used for the purchase.
- **Non-Returnable Items:** Certain items are non-returnable, including, but not limited to:
 - **Bits and Hard Hats**
 - **Fancy hats**
 - **Consignment items**
 - **Sale and reduced items**
 - **Custom-ordered, engraved, embroidered, or altered merchandise**

Please note that any item returned with makeup stains, animal hair, odors (such as smoke or perfume), or excessive wrinkling will not be accepted. When trying horse clothing, please try over a clean sheet or towel. We'll be happy to exchange for the correct size upon the return of a clean, unused item.

Effective September 1, 2024